

Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their affirmative action plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

Section I: Efforts to Reach Regulatory Goals

EEOC regulations (29 CFR §1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with disabilities and persons with targeted disabilities in the federal government

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

a. Cluster GS-1 to GS-10 (PWD)

Answer Yes

b. Cluster GS-11 to SES (PWD)

Answer Yes

The PWD percentages in both clusters were below the benchmark of 12%. • GS-1 to GS-10 cluster = 6.42% • GS-11 to SES cluster = 6.68%

*For GS employees, please use two clusters: GS-1 to GS-10 and GS-11 to SES, as set forth in 29 C.F.R. § 1614.203(d)(7). For all other pay plans, please use the approximate grade clusters that are above or below GS-11 Step 1 in the Washington, DC metropolitan region.

2. Using the goal of 2% as the benchmark, does your agency have a trigger involving PWTD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

a. Cluster GS-1 to GS-10 (PWTD)

Answer Yes

b. Cluster GS-11 to SES (PWTD)

Answer Yes

The PWTD percentages in both clusters were below the benchmark of 2%. • GS-1 to GS-10 cluster = 1.07% • GS-11 to SES cluster = 1.61%

Grade Level Cluster(GS or Alternate Pay Planb)	Total	Reportable Disability		Targeted Disability	
	#	#	%	#	%
Numerical Goal	--	12%		2%	
Grades GS-11 to SES					
Grades GS-1 to GS-10					

3. Describe how the agency has communicated the numerical goals to the hiring managers and/or recruiters.

TAO recruiters are made aware of the Agency's efforts to recruit for diversity to include PWD. TAO communicates the annual occupational hiring requirements for each fiscal year on recruitment and hiring in regards to Race, Ethnicity, Sex and Disability Status. This is done via TAO's Annual Recruitment Seminar which is attended by all recruiters and Hiring Advisors and the information is also available on the Agency's Key Performance Indicators dashboard. TAO continues to have a dedicated program manager focused on recruiting PWD, and in FY23 added a program manager who focuses on the recruitment of neurodiverse candidates. The CIA does not appoint its employees under Title 5, Schedule A, and instead hires its employees under Section 8 of

the CIA Act, therefore the CIA does not have mandatory hiring goals for PWD.

Section II: Model Disability Program

Pursuant to 29 C.F.R. § 1614.203(d)(1), agencies must ensure sufficient staff, training and resources to recruit and hire persons with disabilities and persons with targeted disabilities, administer the reasonable accommodation program and special emphasis program, and oversee any other disability hiring and advancement program the agency has in place.

A. PLAN TO PROVIDE SUFFICIENT & COMPETENT STAFFING FOR THE DISABILITY PROGRAM

1. Has the agency designated sufficient qualified personnel to implement its disability program during the reporting period? If “no”, describe the agency’s plan to improve the staffing for the upcoming year.

Answer Yes

N/A

2. Identify all staff responsible for implementing the agency's disability employment program by the office, staff employment status, and responsible official.

Disability Program Task	# of FTE Staff By Employment Status			Responsible Official (Name, Title, Office Email)
	Full Time	Part Time	Collateral Duty	
Special Emphasis Program for PWD and PWTD	2	0	0	Talent Acquisition Office
Architectural Barriers Act Compliance	0	0	1	Diversity and Inclusion Office and Office of Facilities and Mission Delivery
Section 508 Compliance	0	0	1	Diversity and Inclusion and Information Technology Enterprise
Processing reasonable accommodation requests from applicants and employees	2	0	0	Diversity and Inclusion Office
Processing applications from PWD and PWTD	1	0	0	Talent Acquisition Office
Answering questions from the public about hiring authorities that take disability into account	2	0	0	Office of Public Affairs and Talent Acquisition Office

3. Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If “yes”, describe the training that disability program staff have received. If “no”, describe the training planned for the upcoming year.

Answer Yes

The Office of General Counsel (OGC) provides ongoing training and support to both Diversity & Inclusion Office (DIO) management and the Reasonable Accommodations (RA) staff on the rules and procedures governing the provision of RA. Managers within DIO responsible for RA also have pursued outside training through the National Employment Law Institute and the ADA Symposium, and California State University Assistive Technology conferences to deepen understanding of the Americans with Disabilities Act. DIO meets with OGC weekly where they provide guidance and support to DIO team chiefs on RA issues. In addition, RA team members—including sign language interpreters, readers, and assistive technology specialists—regularly take training on job specific duties to ensure the highest level of service delivery. All readers take a specialized reader training program once they onboard.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

Has the agency provided sufficient funding and other resources to successfully implement the disability program during the reporting period? If “no”, describe the agency’s plan to ensure all aspects of the disability program have sufficient funding and other resources.

Answer Yes

N/A

Section III: Program Deficiencies In The Disability Program

Section IV: Plan to Recruit and Hire Individuals with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency’s recruitment program plan for PWD and PWTD

A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

1. Describe the programs and resources the agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

The Talent Acquisition Office (TAO) has two separate Program Managers focused on the PWD community. The Persons with Disabilities (PWD) Outreach and Recruitment Program Manager (PM) and the Neurodiversity Outreach and Recruitment PM, who focuses on the neuro-distinct community. Both PMs lead efforts to increase awareness of CIA career opportunities for PWD, conduct outreach to professional organizations that advocate for PWD, attend recruitment events to engage one-on-one with potential applicants, and work to identify ways to work more effectively with the PWD community to highlight career opportunities at CIA.

2. Pursuant to 29 C.F.R. §1614.203(a)(3), describe the agency’s use of hiring authorities that take disability into account (e.g., Schedule A) to recruit PWD and PWTD for positions in the permanent workforce

CIA does not appoint employees under Title 5, Schedule A and instead hires employees under Section 8 of the CIA Act. Moreover, the CIA does not have a separate hiring pool for applicants with disabilities (ex. falling under Schedule A). CIA has a Recruitment Program Manager who actively focuses on hiring PWD and a Recruitment Program Manager focusing specifically on the recruitment of neurodiverse candidates.

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority; and, (2) forwards the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

The CIA does not have a separate hiring pool for applicants with disabilities (ex. falling under Schedule A). If a PWD expresses interest in and/or applies to a position at the CIA, the individual would follow the standard process. Individuals needing accommodations can find helpful information under Accessibility on the CIA website. Information on an applicant's disability status is considered personal identifying information and is not shared with hiring officials. The individual would request accommodations/accessibility concerns as needed throughout each phase of processing via the appropriate contact numbers provided.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If "yes", describe the type(s) of training and frequency. If "no", describe the agency's plan to provide this training.

Answer N/A

CIA does not appoint employees under Title 5, Schedule A, and instead, hires employees under Section 8 of the CIA Act. Although the CIA does not use Schedule A, it is fully committed to hiring PWD. In addition, the Ability Talent Broker briefs on the CIA's reasonable accommodation programs at outreach events, hiring blitzes, and within the Talent Acquisition Office to familiarize hiring officials with available support for PWD.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

Describe the agency's efforts to establish and maintain contacts with organizations that assist PWD, including PWTD, in securing and maintaining employment.

The Talent Center's Recruitment Outreach Diversity Division leverages partnerships with PWD- related external groups, universities, State Schools for the Deaf, and State Schools for the Blind. Examples include: External Groups: Disability: IN, National Association of the Deaf, National Federation of the Blind, United Cerebral Palsy Association, Disabled American Veterans, and more. Colleges/Universities: Gallaudet University, Rochester Institute of Technology/National Technical Institute for the Deaf, University of Michigan-Ann Arbor, and more. CIA has tailored marketing for PWD/PWTD, including materials with braille and captioned videos.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

1. Using the goals of 12% for PWD and 2% for PWTD as the benchmarks, do triggers exist for PWD and/or PWTD among the new hires in the permanent workforce? If "yes", please describe the triggers below.
- a. New Hires for Permanent Workforce (PWD) Answer Yes
- b. New Hires for Permanent Workforce (PWTD) Answer Yes

The percentage of Permanent Workforce PWD new hires (11.43%) is below the benchmark of 12%, indicating a trigger. The percentage of Permanent Workforce PWTD new hires (1.03%) is below the benchmark of 2%, indicating a trigger.

New Hires	Total (#)	Reportable Disability		Targeted Disability	
		Permanent Workforce (%)	Temporary Workforce (%)	Permanent Workforce (%)	Temporary Workforce (%)
% of Total Applicants					
% of Qualified Applicants					
% of New Hires					

2.

Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the new hires for any of the mission- critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. New Hires for MCO (PWD) Answer Yes
- b. New Hires for MCO (PWTD) Answer Yes

The Agency identified 12 mission critical occupations for this review. For New Hire MCO PWD, the Agency noted triggers for 7 of the 12 mission critical occupations (0080, 0341, 0346, 0505, 0560, 0802 and 2210) where the external selection percentage was more than 2 percentage points below the qualified external applicant percentage. For New Hire MCO PWTD, the Agency noted a trigger for 2 of the 12 occupations (0341 and 0905).

New Hires to Mission-Critical Occupations	Total (#)	Reportable Disability	Targetable Disability
		New Hires (%)	New Hires (%)
Numerical Goal	--	12%	2%

3. Using the relevant applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the qualified internal applicants for any of the mission-critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Qualified Applicants for MCO (PWD) Answer Yes
- b. Qualified Applicants for MCO (PWTD) Answer Yes

The Agency identified 12 mission critical occupations for this review. A rank in-person system is used at the Agency. Promotions are not occupation-dependent. The Agency reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. The Internal Applicants were used instead. Triggers were found for PWD and PWTD with the percent of internal applicants falling more than two percent below the relevant applicant pool benchmark. • Internal Applicant PWD Triggers for one occupation (2210). • Internal Applicant PWTD Triggers for one occupation (1102)

4. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among employees promoted to any of the mission- critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. Promotions for MCO (PWD) Answer Yes
- b. Promotions for MCO (PWTD) Answer Yes

The Agency identified 12 mission critical occupations for this review. A rank in-person system is used at the Agency. Promotions are not occupation-dependent. The Agency reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. The Internal Applicants were used instead. Triggers were found for both the PWD and PWTD with the percent of internal selections falling more than two percent below the internal applications percentage. • Promotion PWD Triggers for 7 occupations (0080, 0201, 0340, 0341, 0560, 0905 and 1102) • Promotion PWTD Triggers for 4 occupations (0201, 0340, 0505 and 0560).

Section V: Plan to Ensure Advancement Opportunities for Employees with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(iii), agencies are required to provide sufficient advancement opportunities for employees with disabilities. Such activities might include specialized training and mentoring programs, career development opportunities, awards programs, promotions, and similar programs that address advancement. In this section, agencies should identify, and provide data on programs designed to ensure advancement opportunities for employees with disabilities.

A. ADVANCEMENT PROGRAM PLAN

Describe the agency's plan to ensure PWD, including PWTD, have sufficient opportunities for advancement.

CIA has conducted initial focus groups on accessibility issues across the enterprise, which is assessed to be a factor in ensuring PWD have sufficient opportunities for advancement. CIA is working on a number of initiatives. CIA will conduct an additional focus group with CIA's PWD Employee Resource Group to assess other potential obstacles PWD may experience in having sufficient opportunities for advancement. CIA is finalizing updated equity assurance training and reference aids for career panels that incorporate information on PWD. CIA introduced web-based tools for speech to text transcribing as well as captioning of virtual meetings. CIA will continue to increase the accessibility of technology by adding new assistive technology items to IT Products and Services catalog. CIA will ensure leadership courses meet accessibility standards.

B. CAREER DEVELOPMENT OPPORTUNITES

1. Please describe the career development opportunities that the agency provides to its employees.

The Talent Center offers a variety of learning opportunities for all employees and is responsible for a majority of internal formal learning programs. Courses are organized into categories aligned to the Professional Development Model to include Leadership Attributes, Intelligence Acumen, and Tradecraft Excellence. The CIA also supports numerous external training and career development opportunities. External development opportunities include externships and fellowships with academia, military academies, and national labs. Internally, the CIA supports career development with clear career expectations, opportunities to take on challenging assignments, and development resources such as mentoring, coaching, and other sources of feedback and guidance.

2. In the table below, please provide the data for career development opportunities that require competition and/or supervisory recommendation/ approval to participate.

Career Development Opportunities	Total Participants		PWD		PWTD	
	Applicants (#)	Selectees (#)	Applicants (%)	Selectees (%)	Applicants (%)	Selectees (%)
Internship Programs	n/a	n/a	n/a	n/a	n/a	n/a
Fellowship Programs	n/a	n/a	n/a	n/a	n/a	n/a
Mentoring Programs	n/a	n/a	n/a	n/a	n/a	n/a
Coaching Programs	n/a	n/a	n/a	n/a	n/a	n/a
Training Programs	n/a	n/a	n/a	n/a	n/a	n/a
Detail Programs	n/a	n/a	n/a	n/a	n/a	n/a
Other Career Development Programs	n/a	n/a	6.16%	5.87%	1.46%	0.68%

3. Do triggers exist for PWD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box. Select "n/a" if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Applicants (PWD)

Answer N/A

b. Selections (PWD)

Answer No

Data regarding "Other Career Development Programs" is based on participation by GS-13 and GS-14 officers in the CIA's Leadership on the Line (LOTL) training program, and by GS-15 officers in the CIA's Managing and Leading Change from the Middle (MALCM) training program. These courses require Career Service Board or equivalent approval to participate. Participation in LOTL and MALCM programs is based on a selection process that varies. Figures on applicants are therefore based on those officers who had not yet taken these programs but were considered eligible to do so. Figures on selectees are based on those officers who took the programs during the fiscal year. Although other categories listed above may include supervisory approval, they

generally involve very little to no competition and do not require supervisory recommendation to participate. Therefore, data is not provided for the other categories listed above. Using the eligible population as the benchmark for selection, none of the PWD selection rates were more than two percentage points below the benchmark, therefore no triggers were identified. (An applicant group is not available for comparison.)

4. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Applicants (PWTD) Answer N/A

b. Selections (PWTD) Answer No

Using the eligible population as the benchmark for selection, none of the PWTD selection rates were more than two percentage points below the benchmark, therefore no triggers were identified. (An applicant group is not available for comparison.)

C. AWARDS

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If “yes”, please describe the trigger(s) in the text box.

a. Awards, Bonuses, & Incentives (PWD) Answer Yes

b. Awards, Bonuses, & Incentives (PWTD) Answer Yes

In terms of the Time-Off Awards, there were no triggers for PWD and PWTD. In terms of the Cash Awards, there were triggers for both PWD and PWTD with the percentages more than two percentage points lower than the persons without disabilities inclusion rate. • PWD and PWTD for \$2000 - \$2999. • PWTD for \$5000 or more.

Time-Off Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
Cash Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance- based pay increases? If “yes”, please describe the trigger(s) in the text box.

a. Pay Increases (PWD) Answer No

b. Pay Increases (PWTD) Answer No

In terms of quality step increases, PWD and PWTD were both less than two percentage points below the inclusion rate benchmark, therefore no triggers were identified.

Other Awards	Total (#)	Reportable Disability %	Without Reportable Disability %	Targeted Disability %	Without Targeted Disability %
--------------	-----------	-------------------------	---------------------------------	-----------------------	-------------------------------

3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If “yes”, describe the employee recognition program and relevant data in the text box.

a. Other Types of Recognition (PWD) Answer N/A

b. Other Types of Recognition (PWTD) Answer N/A

N/A, CIA only uses three types of awards – Lump Sum cash awards, Time-off awards and QSI.

D. PROMOTIONS

1. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. SES

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

b. Grade GS-15

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

c. Grade GS-14

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

d. Grade GS-13

i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD) Answer No

The CIA reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. For SES, GS-15, and GS-14, Internal Applicants were compared to the Relevant Applicant Pool and Internal Selections were compared to Internal Applications. None of the percentages for PWD were more than two percentage points below the respective benchmarks, therefore no triggers were identified. The CIA does not have internal applicants for GS-13 positions, so comparisons were only made between the Relevant Applicant Pool and Internal Selections. The PWD selections were less than two percentage points below the respective applicant benchmarks, therefore no triggers were identified.

2. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. SES

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

b. Grade GS-15

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

c. Grade GS-14

i. Qualified Internal Applicants (PWTD)	Answer	No
---	--------	----

ii. Internal Selections (PWTD)	Answer	No
--------------------------------	--------	----

d. Grade GS-13

i. Qualified Internal Applicants (PWTD)	Answer	N/A
---	--------	-----

ii. Internal Selections (PWTD)	Answer	No
--------------------------------	--------	----

The CIA reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. For SES, GS-15, and GS-14, Internal Applicants were compared to the Relevant Applicant Pool and Internal Selections were compared to Internal Applications. None of the percentages for PWTD were more than a two percentage points below the respective benchmarks, therefore no triggers were identified. The CIA does not have internal applicants for GS-13 positions, so comparisons were only made between the Relevant Applicant Pool and Internal Selections. The PWTD selections were less than two percentage points below the respective applicant benchmarks, therefore no triggers were identified.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires to SES (PWD)	Answer	No
---------------------------	--------	----

b. New Hires to GS-15 (PWD)	Answer	Yes
-----------------------------	--------	-----

c. New Hires to GS-14 (PWD)	Answer	Yes
-----------------------------	--------	-----

d. New Hires to GS-13 (PWD)	Answer	Yes
-----------------------------	--------	-----

The CIA only hires external candidates into senior positions in exceptional circumstances. In terms of new hires to senior grade levels, a trigger was noted for GS-15, GS-14, and GS-13 PWD. The selections were less than the respective qualified applicant benchmark value and met the required condition of being more than 2% less than the respective qualified applicant benchmark value.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires to SES (PWTD)	Answer	No
----------------------------	--------	----

b. New Hires to GS-15 (PWTD)	Answer	No
------------------------------	--------	----

c. New Hires to GS-14 (PWTD)	Answer	No
------------------------------	--------	----

d. New Hires to GS-13 (PWTD)	Answer	No
------------------------------	--------	----

The CIA only hires external candidates into senior positions in exceptional circumstances. In terms of new hires to senior grade levels, the PWTD selections were less than the benchmark values, though they did not meet the required condition of being more than 2% less the benchmark. No triggers were identified.

5. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified

applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Executives

i. Qualified Internal Applicants (PWD) Answer No

ii. Internal Selections (PWD) Answer No

b. Managers

i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD) Answer N/A

c. Supervisors

i. Qualified Internal Applicants (PWD) Answer N/A

ii. Internal Selections (PWD) Answer N/A

The Agency reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. The Agency defines Executives as SES officers. Internal Applicants were compared to the Relevant Applicant Pool and Internal Selections were compared to Internal Applications. None of the percentages for PWD were more than a two percentage points below the respective benchmarks, therefore no triggers were identified for Executives. The promotion process is separate from the process for obtaining a manager or supervisor position within the CIA. Promotions are related to career service and grade levels and not positions. Officers are not promoted to manager or supervisor positions. Therefore, relevant PWD promotion data is not available for this section.

6. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Executives

i. Qualified Internal Applicants (PWTD) Answer No

ii. Internal Selections (PWTD) Answer No

b. Managers

i. Qualified Internal Applicants (PWTD) Answer N/A

ii. Internal Selections (PWTD) Answer N/A

c. Supervisors

i. Qualified Internal Applicants (PWTD) Answer N/A

ii. Internal Selections (PWTD) Answer N/A

The CIA reviews applicants for internal vacancies on a competitive basis and does not specifically identify a group of Qualified Internal Applicants. The Agency defines Executives as SES officers. Internal Applicants were compared to the Relevant Applicant Pool and Internal Selections were compared to Internal Applications. None of the percentages for PWTD were more than a two percentage points below the respective benchmarks, therefore no triggers were identified for Executives. The promotion process is separate from the process for obtaining a manager or supervisor position within the CIA. Promotions are related to career service and grade levels and not specific positions. Officers are not promoted to manager or supervisor positions. Therefore, relevant PWTD promotion data is not available for this section.

7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires for Executives (PWD)	Answer	No
b. New Hires for Managers (PWD)	Answer	N/A
c. New Hires for Supervisors (PWD)	Answer	N/A

The CIA hires SES officers that are defined as Executives. New Hire Executive Selections were compared to the Qualified Applicant pool. The percentages for PWD were not more than two percentage points below the respective benchmark, so a trigger was not identified for Executives. In general, the CIA does not hire externally for specific manager or supervisor positions. Officers are hired for career services and at specific grade levels. This is separate from the positions. Therefore, relevant PWD hiring data was not available for this section.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires for Executives (PWTD)	Answer	No
b. New Hires for Managers (PWTD)	Answer	N/A
c. New Hires for Supervisors (PWTD)	Answer	N/A

The CIA hires SES officers that are defined as Executives. New Hire Executive Selections were compared to the Qualified Applicant pool. The percentages for PWTD were not more than two percentage points below the respective benchmark, so a trigger was not identified for Executives. In general, the CIA does not hire externally for specific manager or supervisor positions. Officers are hired for career services and at specific grade levels. This is separate from the positions. Therefore, relevant PWTD hiring data was not available for this section.

Section VI: Plan to Improve Retention of Persons with Disabilities

To be model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace assistance services.

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

1. In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 C.F.R. § 213.3102(u)(6)(i))? If “no”, please explain why the agency did not convert all eligible Schedule A employees.

Answer N/A

N/A. The CIA is exempt from Schedule A.

2. Using the inclusion rate as the benchmark, did the percentage of PWD among voluntary and involuntary separations exceed that of persons without disabilities? If “yes”, describe the trigger below.

a. Voluntary Separations (PWD)	Answer	No
b. Involuntary Separations (PWD)	Answer	No

Voluntary separations include resignations and retirement. Involuntary Separations include removals. Other Separations include Death and Expiration of Appointment. It did not seem appropriate to include officers who died with officers who were removed. The rates for voluntary, involuntary, and other separations were not greater than two percentage points higher than the relevant inclusion rate benchmark, therefore no triggers were identified.

Separations	Total #	Reportable Disabilities %	Without Reportable Disabilities %
-------------	---------	---------------------------	-----------------------------------

3. Using the inclusion rate as the benchmark, did the percentage of PWTD among voluntary and involuntary separations exceed that of persons without targeted disabilities? If “yes”, describe the trigger below.

a. Voluntary Separations (PWTD) Answer No

b. Involuntary Separations (PWTD) Answer No

Voluntary separations include resignations and retirement. Involuntary Separations include removals. Other Separations include Death and Expiration of Appointment. It did not seem appropriate to include officers who died with officers who were removed. The rates for voluntary, involuntary, and other separations were not greater than two percentage points higher than the relevant inclusion rate benchmark, therefore no triggers were identified.

Separations	Total #	Targeted Disabilities %	Without Targeted Disabilities %
-------------	---------	-------------------------	---------------------------------

4. If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

A review of FY23 Exit Survey responses shows that out of 69 possible factors, the following were the top five factors influencing persons with disabilities decisions to leave the CIA: • My agency’s telework opportunities • Ability to work from home • Ability to balance work with life outside work • My direct supervisor’s support for my career • Convenience of my work location Note: The number of respondents with disabilities completing the Exit Survey is based on self-reported information provided by officers when taking the exit survey.

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 CFR §1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency’s public website for its notice explaining employees’ and applicants’ rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

National security systems are exempt under Section 508 of the Rehabilitation Act of 1974. Nevertheless, the Agency strives to enhance the accessibility of our systems, as described here: www.cia.gov/about-cia/accessibility. Additionally, information about how to file an EEO complaint is posted here: www.cia.gov/cia/about/organization/equal-employment/accessibility.

2. Please provide the internet address on the agency’s public website for its notice explaining employees’ and applicants’ rights under the Architectural Barriers Act, including a description of how to file a complaint.

The CIA complies with federal law as it applies to existing facilities. Additionally, information about how to file and EEO complaint is posted here: www.cia.gov/cia/about/organization/equal-employment/accessibility

- 3.

Describe any programs, policies, or practices that the agency has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

The Diversity and Inclusion Office (DIO) continues to work accessibility-related initiatives under the 2024-2027 CIA Diversity, Equity, Inclusion, and Accessibility Strategy. As part of that effort, DIO launched a facilities accessibility study. DIO is creating accessible flexible work stations in several CIA buildings and continues to advance a project to install additional automatic door openers to enhance accessibility in the workplace, particularly for those who have mobility challenges. On the Information Technology (IT) Assistive Technology (AT) front, DIO has made Read & Write literacy software available to the whole workforce; that software particularly benefits officers who are neurodivergent. DIO also partnered with the Directorate of Digital Information to provide on-demand web-based training and standards to allow designers and developers to better incorporate accessibility features into IT platforms and programs. DIO also continues to identify and incorporate specialized IT equipment such as ergonomic keyboards or develop from-scratch in-house products such as headsets for officers with cochlear implants to meet reasonable accommodation and accessibility needs.

C. REASONABLE ACCOMMODATION PROGRAM

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

1. Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

The CIA's Ability Solutions Group (ASG) responds expeditiously to requests for reasonable accommodations. In FY23, ASG was able to deliver requests within 24 business days and was in communication compliance, reaching out to customers every 10 days to provide the status of their requests. ASG keeps a list of cases that have extenuating circumstances and maintains close scrutiny of these cases until they are fulfilled.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency's reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

The launch of CIA's Shared Unified Reasonable Accommodations Enterprise system afforded the Diversity Inclusion Office (DIO) the ability to expedite communications with customers. It has increased the automation process, allowing DIO to keep customers up-to-date in a timely manner, improving overall customer service. Additionally, teams within DIO are now able to run metrics to identify gaps in service. This process has elevated the customer/client relationship.

D. PERSONAL ASSISTANCE SERVICES ALLOWING EMPLOYEES TO PARTICIPATE IN THE WORKPLACE

Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.

Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests for PAS, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

The CIA's reasonable accommodation system affords officers the ability to request all types of reasonable accommodations including personal care assistance (PCA). PCA continues to evolve each year and has proven to be effective. The CIA has dedicated personal care assistants available to respond to requests from staff. Additionally, CIA's Ability Solutions Group (ASG) has increased the number of PCAs to support the workforce by collecting feedback from customers on the services of the PCAs and providing guidelines on the services that a PCA can provide. ASG also provides an educational roadshow that explains the reasonable accommodations process to the workforce and managers. ASG continues to seek feedback through various forums and seeks to expand services and workforce effectiveness.

Section VII: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the governmentwide average?

Answer Yes

2. During the last fiscal year, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Answer Yes

3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

In FY23, the Agency had one finding of discrimination alleging harassment on the basis of disability. The Final Agency Decision ordered the Agency to search for a vacant, funded position for Complainant, a supplemental investigation and decision to pay damages, training for the responsible managers, and the posting of a notice.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation, as compared to the government-wide average?

Answer No

2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

Answer Yes

3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

In FY23, the Agency had one finding of discrimination involving the failure to provide a reasonable accommodation. The Final Agency Decision ordered the Agency to search for a vacant, funded position for Complainant, a supplemental investigation and decision to pay damages, training for the responsible managers, and the posting of a notice.

Section VIII: Identification and Removal of Barriers

Element D of MD-715 requires agencies to conduct a barrier analysis when a trigger suggests that a policy, procedure, or practice may be impeding the employment opportunities of a protected EEO group.

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?

Answer Yes

2. Has the agency established a plan to correct the barrier(s) involving PWD and/or PWTD?

Answer Yes

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments

Source of the Trigger:	Workforce Data (if so identify the table)				
Specific Workforce Data Table:	Workforce Data Table - B1				
STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER: Provide a brief narrative describing the condition at issue. How was the condition recognized as a potential barrier?	Low participation rate of the PWD and PWTD in the workforce and particularly at the senior ranks.				
STATEMENT OF BARRIER GROUPS:	Barrier Group People with Disabilities People with Targeted Disabilities				
Barrier Analysis Process Completed?:	Y				
Barrier(s) Identified?:	Y				
STATEMENT OF IDENTIFIED BARRIER: Provide a succinct statement of the agency policy, procedure or practice that has been determined to be the barrier of the undesired condition.	Barrier Name Unable to effectively attract and process to completion sufficient numbers of PWD and PWTD.		Description of Policy, Procedure, or Practice Unable to effectively attract and process to completion sufficient numbers of PWD and PWTD.		
Objective(s) and Dates for EEO Plan					
Date Initiated	Target Date	Sufficient Funding / Staffing?	Date Modified	Date Completed	Objective Description
09/07/2019	05/30/2022	Yes	10/30/2022		Identify specific process improvement to advancement through a study of promotion to upper grades (GS-14 and GS- 15)
Responsible Official(s)					
Title		Name		Standards Address The Plan?	
Chief, Ability Solutions Group, DIO		n/a		Yes	
Chief, Diversity and Inclusion Office		n/a		Yes	
Planned Activities Toward Completion of Objective					
Target Date	Planned Activities			Sufficient Staffing & Funding?	Modified Date
05/01/2022	Real-time translation capability when a sign language interpreter is unavailable.			Yes	
09/01/2022	Showcasing Agency PwD through videos for recruitment and to increase retention and understanding of working with PwD			Yes	

Planned Activities Toward Completion of Objective				
Target Date	Planned Activities	Sufficient Staffing & Funding?	Modified Date	Completion Date
09/30/2022	Improve accessibility of applicant processing	Yes		
09/15/2022	Improve accessibility of CIA webpage	Yes		
11/01/2021	Launch a new upgraded online system to handle RA requests	Yes		11/30/2021
11/01/2021	Launch Accessibility Storefront allowing PwD to test tools to help them excel at work.	Yes		11/30/2021
09/01/2022	Incorporated PwD into the Agency's equity assurance training and into reference aids provided for career panels.	Yes		04/30/2022
Report of Accomplishments				
Fiscal Year	Accomplishment			
2021	Established web-based training for all managers and employees to increase awareness of accommodation requirements, resources, and responsibilities.			
2021	Provided guidelines for meeting with Mental Health Professionals			
2021	Developed a Learn ASL site to help hearing officers communicate with Deaf and Hard of Hearing			
2021	Launched Transcribe Automated Speech Recognition services			
2021	Developed accessible artifact display at CIA Museum			
2021	Developed a Learn ASL site to help hearing officers communicate with Deaf and Hard of Hearing			
2021	Launched ASG Roadshows to teach the workforce about RA			
2021	Increased ADA parking at Agency bldgs.			

4. Please explain the factor(s) that prevented the agency from timely completing any of the planned activities.

N/A

5. For the planned activities that were completed, please describe the actual impact of those activities toward eliminating the barrier(s).

CIA recruiters and hiring staff attended Unconscious Bias training to become aware of potential biases which can produce exclusions during the hiring and selection process. Additionally, CIA added a Neurodiversity Outreach and Recruitment Manager to increase outreach to neuro-distinct community. The planned activities that were completed in FY23 helped increase the accessibility of Agency facilities and Information Technology systems, which ensured equitable access for PWD in hiring and retention.

6. If the planned activities did not correct the trigger(s) and/or barrier(s), please describe how the agency intends to improve the plan for the next fiscal year.

CIA continues to evaluate what additional procedures and processes can be improved to increase the hiring and retention of PWD. CIA is expanding the FY20 – FY22 Application to Conditional Offer of Employment (COE) Barrier Analysis to account for FY23 hiring data. The inclusion of FY23 hiring data will potentially provide a pattern of predictive factors that are consistent within the different hiring elements and will be used to correct the identified triggers. CIA is conducting longer-term strategic reviews of our recruitment process and examining the effectiveness of the career development programs in preparing PWD for advancement opportunities. Through these initiatives, we are working to address the root issues of these triggers beyond increasing accessibility.